

## How to Use the Oracle Software and Services Statewide Contract

Contract #: ITS19	Contract Duration: 11/16/2004 to 10/31/2014
MMARS #: ITS19*	Options to renew: Through 6/30/2019 for maintenance only (technical support and software upgrades)
Contract Manager: Marge MacEvitt - 617-720-3121 – marge.macevitt@state.ma.us	
Last change date: 08/27/2014	

### Contract Summary

This contract is for obtaining Oracle licenses, technical support, maintenance, training and consultation. It has recently been extended through 10/31/2014.

### Benefits and Cost Savings

- Significant discounts from list pricing

### Who Can Use This Contract?

**Applicable Procurement Law:** MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00

#### Eligible Entities:

01. Cities, towns, districts, counties and other political subdivisions
02. Executive, Legislative and Judicial Branches, including all Departments and elected offices therein;
03. Independent public authorities, commissions and quasi-public agencies
04. Local public libraries, public school districts and charter schools;
05. Public Hospitals, owned by the Commonwealth;
06. Public institutions of high education
07. Public purchasing cooperatives;
08. Non-profit, UFR-certified organizations that are doing business with the Commonwealth;
09. Other states and territories with no prior approval by the State Purchasing Agent required; and
10. Other entities when designated in writing by the State Purchasing Agent.

### Pricing and Purchase Options

#### Acquisition Options

Oracle software licenses may be acquired through outright purchase. Oracle maintenance may be paid through an annual subscription or other time period agreed to between Oracle and your Agency. Consulting services may be obtained on a time and materials basis or for a fixed fee.

## Pricing

### Licenses and maintenance/support

<u>Dollar amount of License and Support at List Price</u>	<u>Discount*</u>
\$1 – \$1 Million	47%
\$1 Million plus	Contact Oracle

\*For acquisitions over \$1 Million, non-Executive Department agencies and municipalities should negotiate for a discount higher than 47%. **Executive Department agencies must contact ITD ([louis.angeloni@state.ma.us](mailto:louis.angeloni@state.ma.us)) prior to purchasing licenses.**

### Maintenance and Support Pricing

Technical support and maintenance are 22% of the price paid for the license (not the list price). When purchasing licenses, be sure to plan for future support costs.

### Training and Education

Public Instructor Led Training (“ILT”) may be purchased at a 15% discount off the Oracle University Price List in effect at the time the student is registered for training. Public ILT is priced at a “per day” rate, and accelerated public ILT courses are priced at a “per content day” rate. Discounts may not be used in conjunction with any other discounts or special promotions offered by Oracle University.

## Ordering

### Executive Departments – Requirement to contact ITD

Executive Department agencies must contact ITD prior to acquiring any Oracle Database licenses. ITD will be aggregating orders where practical to achieve the highest possible discount level. If licenses are required immediately, contact Louis Angeloni ([louis.angeloni@state.ma.us](mailto:louis.angeloni@state.ma.us)) to see if loaner licenses are available.

### Software Development Approval Required

If you intend to use this contract for software development or other work which will result in the creation of intellectual property, you must contact ITD’s Legal Counsel for approval. There are issues concerning ownership of intellectual property which must be resolved on a case-by-case basis.

### Quote Request

Request a quote from Oracle’s Contract Manager, who will be able to advise on appropriate products if you are not certain as to exactly what products are needed.

When planning to add licenses, it is advisable to contact your Oracle representative with an inventory of your current licenses and your new requirements to work out the most cost effective alternative, particularly if you will be converting any licenses to a newer licensing model.

## Purchase Order Language

All orders placed under this contract must include language to make it clear that the order is being placed under ITS19.

## Signing the License Agreement

When purchasing Oracle licenses for the first time under ITS19, you will be asked to sign Oracle's OSLA (Oracle Standard License Agreement). The OSLA has been amended so as not to conflict with the Commonwealth Terms and Conditions. Also review "Supplemental Terms." See [Locating the Contract Documents on COMMBUYS](#) to view these documents.

## Entering Order in COMMBUYS

Access the Job Aid [How to Order from a Master Blanket Purchase Order](#)

The following directions customize this Job Aid for this Contract:

Logging in (Job Aid Step 1)

Select COMMBUYS under OSD Programs at [www.mass.gov/osd](http://www.mass.gov/osd) OR Enter <https://www.commbuys.com/bsol/> in your browser

General tab (Job Aid Step 4)

For "Requisition Type," select "Release"

If consistent with how your Department is handling the "Short description" field, please include ITS19 somewhere in the "Short description."

For "Type Code," select "Statewide Contract."

Select "Save and Continue."

Items tab (Job Aid Steps 4 through 8)

- Click the Items tab to enter Items, then the "Search Items" button.
- Do not use the key word search – open the Advanced Search" function by clicking on the plus sign (+) by the Advanced Search Criteria title.
- Enter "ITS19" (no quotes) into the **Description** field and select **Find It**
- Select the type of products/services you wish to obtain (software, maintenance and support, education, consulting)
- Enter **Quantity** as "1" (or other quantity if appropriate) and click **Add to Req & Exit**.
- Next enter the **Catalog/Unit Price Cost** based on the quote you received from Oracle by selecting the **Enter Info** link; you can now enter the unit cost.
- Select **Save & Exit**

Continue with Job Aid Step 9 and the remaining Steps.

Attach your Purchase Order to the "Attachments" tab of your requisition.

## Additional Information Vendors

The only Vendor on this Contract is Oracle America, Inc. The contact people for the Contract are:

General questions:

Margaret Deacon, [margaret.deacon@oracle.com](mailto:margaret.deacon@oracle.com), 916-315-5782

Business questions about Oracle/PeopleSoft and other enterprise business applications:

**Scott DeLuca**, scott.deluca@oracle.com, 978-290-3914

Business questions about Oracle support (billing):

**Gavin Ostrom**, gavin.ostrom@oracle.com, 916.315.5391

Technical questions about Oracle products or support

**Glenn Klausner**, glenn.klausner@oracle.com, 508-615-1332

Questions about education programs for Oracle products:

**Frank Montano**, frank.montano@oracle.com, 916-315-7183

Questions about Oracle Consulting Services:

**James Cole**, james.cole@oracle.com, 518-573-3841

Questions about Assisted Services :

**Brian Fadale**, brian.fadale@oracle.com, 202-421-8337

## Additional Contract Terms and Documents

See "[Locating the Contract on COMMBUYS](#)" to access these documents.

### Contract Terms

The Updated Terms and Pricing Effective 8/26/2014 consists of:

- Standard Contract Form signed by Oracle and OSD

- Attachment A – Contract changes and Updates

  - Exhibit 1 to Attachment A – License Definitions and Rules

  - Exhibit 2 to Attachment A – Oracle Software Technical Support Policies

  - Exhibit 3 to Attachment A – Oracle Price Lists

  - Exhibit 4 to Attachment A – Consulting Rates

  - Exhibit 5 to Attachment A – Advanced Customer Support Rates

The other documents posted (in addition to this Contract User Guide) are:

1. Amendment to Oracle License Agreement
2. Supplemental Terms (additional Contract terms)
3. Signed Contract Form for the Initial Contract Term
4. Oracle RFR (RFR resulting in this Contract and incorporated into the Contract)
5. Entire Agreement (order of precedence for initial Contract documents)

### Personal Information

In the event that Oracle staff require access to Commonwealth data owned by Executive Departments that contains personally identifiable information protected under MGL c. 93H and other statutes (for example, in the context of providing support services to diagnose a database issue), the preferred method is via the Commonwealth Information Technology Division's (ITD's) VPN connection, whereby Oracle staff will access data residing on a Commonwealth System rather than transferring the data to a device under Oracle's control. Executive Departments must contact ITD to arrange for VPN access.

If VPN access is not practical, Commonwealth staff must contact the individual listed in the OSD Update as the Oracle Support Contact. The Oracle Support Contact will work with the Executive Department Agency to determine how support can be provided securely through some alternate means. The Executive Department may not allow Oracle to download personally identifiable information without the express written permission of the Information Security Officer for the Executive Department.

Contract Users other than Executive Departments must also comply with all laws pertaining to personally identifiable information, and should be aware that information downloaded by Oracle without making special arrangements may reside on a non-encrypted laptop or other device.

## Locating the Contract on COMMBUYS

To locate the Contract on COMMBUYS without logging in:

1. Select COMMBUYS under OSD Programs at [www.mass.gov/osd](http://www.mass.gov/osd) OR Enter <https://www.commbuys.com/bsol/> in your browser
2. Select "Contract & Bid Search"
3. Select "Contracts/Blankets"
4. Enter "ITS19" (no quotes) as the "Contract/Blanket Description" (NOT the "Contract/Blanket #")
5. Select the "Find it" button
6. Select PO-14-1080-OSD01-OSD10-00000001002 (NOT C125965-vCurrent, which is the record that was "current" when transferred to COMMBUYS from Comm-PASS)

Attachments are links in the "Agency Attachments" field of the "Header Information" section.

To locate the Contract on COMMBUYS if you are logged in:

1. Select the magnifying glass
2. Select "Module" = "Purchasing Module" and "Document Type" = "Contracts/Blankets"
3. If your screen has an entry for "Header major status" under the "Contract/Blanket Description" field, select "3PS – Sent"
4. Follow steps 4 through 6 above

This view of the contract allows you to look at the contract information in separate tabs. The "Attachments" tab includes a description of each attachment and how it is to be used.

## Strategic Sourcing Services Team Members

[Marge MacEvitt](#) is the only member of the Team currently employed with the Commonwealth.